



STATE OF WISCONSIN  
BOARD ON AGING AND LONG TERM CARE  
1402 Pankratz Street, Suite 111  
Madison, WI 53704-4001

Ombudsman Program (800) 815-0015  
Medigap Helpline (800) 242-1060  
Part D Helpline (855) 677-2783  
Fax (608) 246-7001  
<http://longtermcare.wi.gov>

MEMBERS of the BOARD  
Eva Arnold  
Barbara M. Bechtel  
Michael Brooks  
Tanya L. Meyer  
Dr. Valerie A. Palarski  
James Surprise  
Dr. Dale B. Taylor

EXECUTIVE DIRECTOR  
And  
STATE LONG TERM  
CARE OMBUDSMAN  
Heather A. Bruemmer

---

Wednesday, November 1, 2017  
Central Office  
1402 Pankratz Street, Suite 100  
Madison, WI 53704

AGENDA

- 9:00am Welcome, Call to Order: **James Surprise**, Chair  
Changes to Agenda  
Approval of Agenda  
Approval of Minutes (August 2, 2017)
- 9:15am Remarks from a Board Member, **Dr. Dale Taylor**
- 9:30am **Representative Thomas Weatherston**, Chair of the Assembly Committee on Aging and Long-Term Care: Dialogue with the Board on Aging issues and Committee updates
- 10:15am Break
- 10:30am **Cindy Ofstead**, Department of Health Services, Aging Director, Bureau of Aging and Disability Resources, Department of Public Health: Aging Updates
- 11:45am Working lunch
- 12:30pm Comments from the public
- 12:40pm **Christopher McElgunn**, Counsel to the Board: Legislative updates
- 1:00pm **Vicki Buchholz**, Medigap Helpline Services Supervisor: Program updates
- 1:20pm **Kim Marheine**, Ombudsman Services Supervisor: Program updates
- 1:40pm **Kellie Miller**, Volunteer Services Supervisor: Program updates
- 2:00pm **Heather A. Bruemmer**, Executive Director/State Ombudsman: Administrative Report
- 2:30pm Other issues to come before the Chair  
- Tentative meeting dates for 2018  
- Adjournment